

## MEMORANDUM

TO: Vermont Mental Health Performance Indicator Project  
Advisory Group and Interested Parties

FROM: John Pandiani  
Dave Aylesworth

DATE: December 10, 1999

RE: CRT Staff Turnover

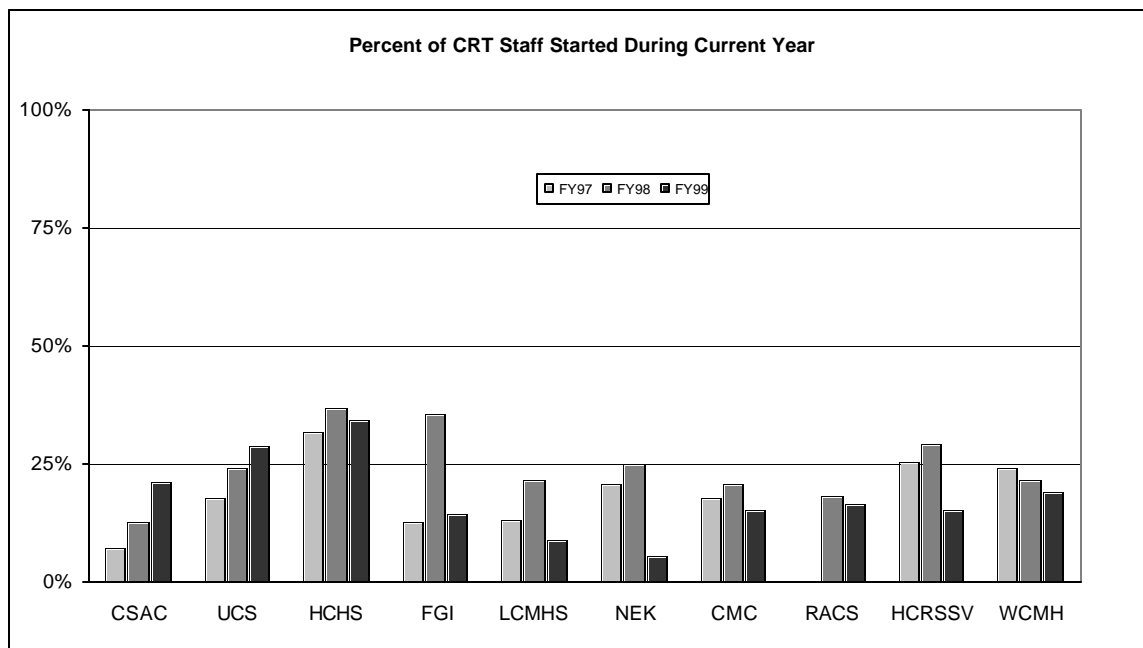
Staff turnover is widely recognized as a potential problem in human service programs. This week's PIP provides basic information relevant to staff tenure and turnover at Community Rehabilitation and Treatment programs for people with severe and persistent mental illness in Vermont for FY1997, FY1998, and FY1999.

The first graph and table provide rates at which new CRT were represented during each of these years. As you see, the representation of new staff was substantially higher in 1998 (24%) than in either of the other years (19% and 18%, respectively). There were also substantial differences in the representation of new staff at the various CRT programs. Howard, for instance, had consistently higher than average representation of new staff people during this period.

The second graph focuses on the representation of longer-term staff in CRT programs during the same years. As you will see, an average of about half of all CRT staff had been employed for more than two years. The representation of long term staff, however, was somewhat lower during 1999 than during earlier years. Again, there were differences among programs in the tenure of CRT staff. Howard tended to have fewer than average longer-term staff, and Addison and Lamoille tended to have more than average long term staff during this period.

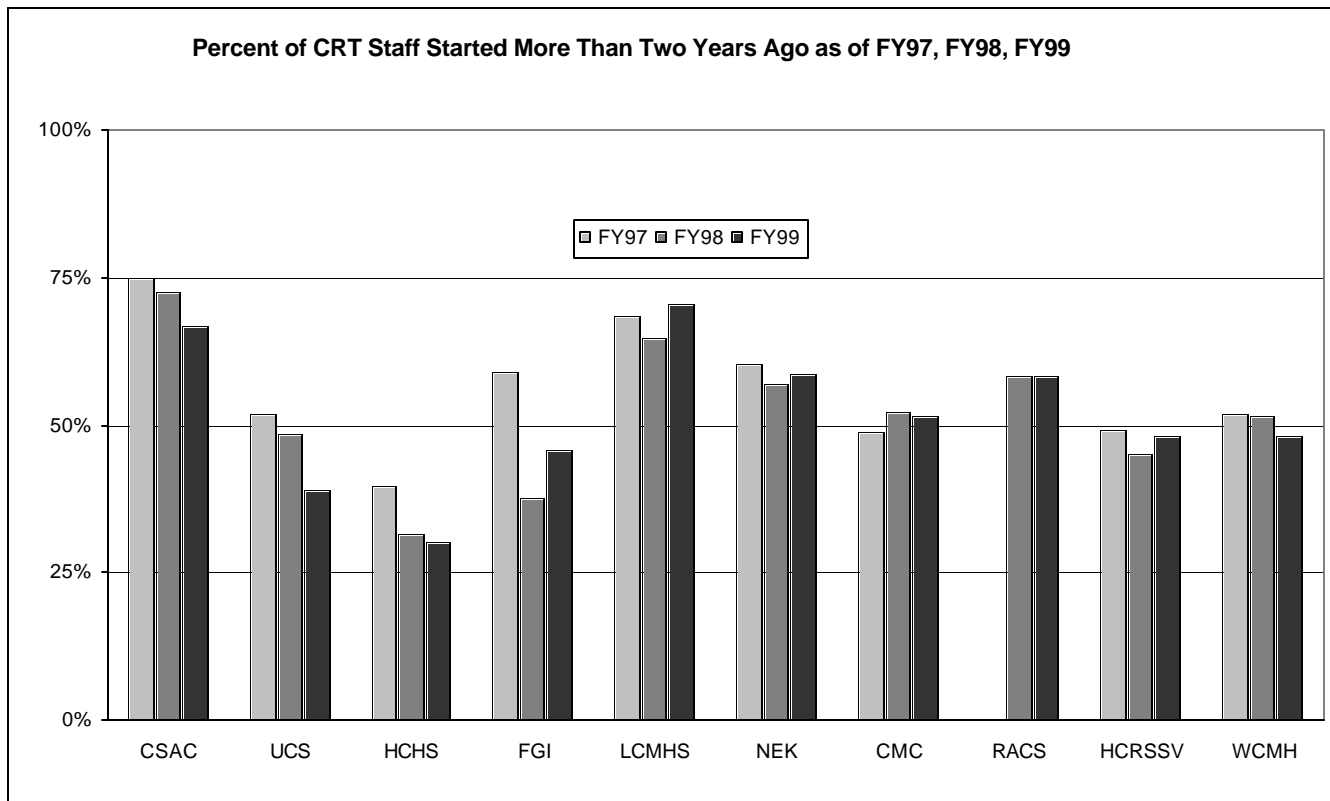
The third page provides information on the total unduplicated number of staff employed by each program during each year. The data raise interesting questions. When data on the number of full time equivalent staff for each program become available, it will be possible to derive a better understanding of the relationship between changes in staff size and staff turnover rates.

We look forward to your comments on the quality of data used in this analysis, the utility of this measure of program performance, and your suggestions for further analysis to 802-241-2638 or [jpandiani@ddmhs.state.vt.us](mailto:jpandiani@ddmhs.state.vt.us).



**PERCENT OF STAFF STARTED IN CURRENT YEAR**

REGION/PROVIDER	FY97	FY98	FY99
ADDISON-CSAC	7%	13%	21%
BENNINGTON- UCS	18%	24%	29%
CHITTENDEN- HCHS	32%	37%	34%
FRANKLIN- FGI	13%	36%	15%
LAMOILLE- LCMHS	13%	22%	9%
NORTHEAST- NEK	21%	25%	6%
ORANGE- CMC	18%	21%	15%
RUTLAND- RACS		18%	17%
SOUTHEAST- HCRSSV	25%	29%	15%
WASHINGTON- WCMH	24%	22%	19%
STATE AVERAGE	19%	25%	18%

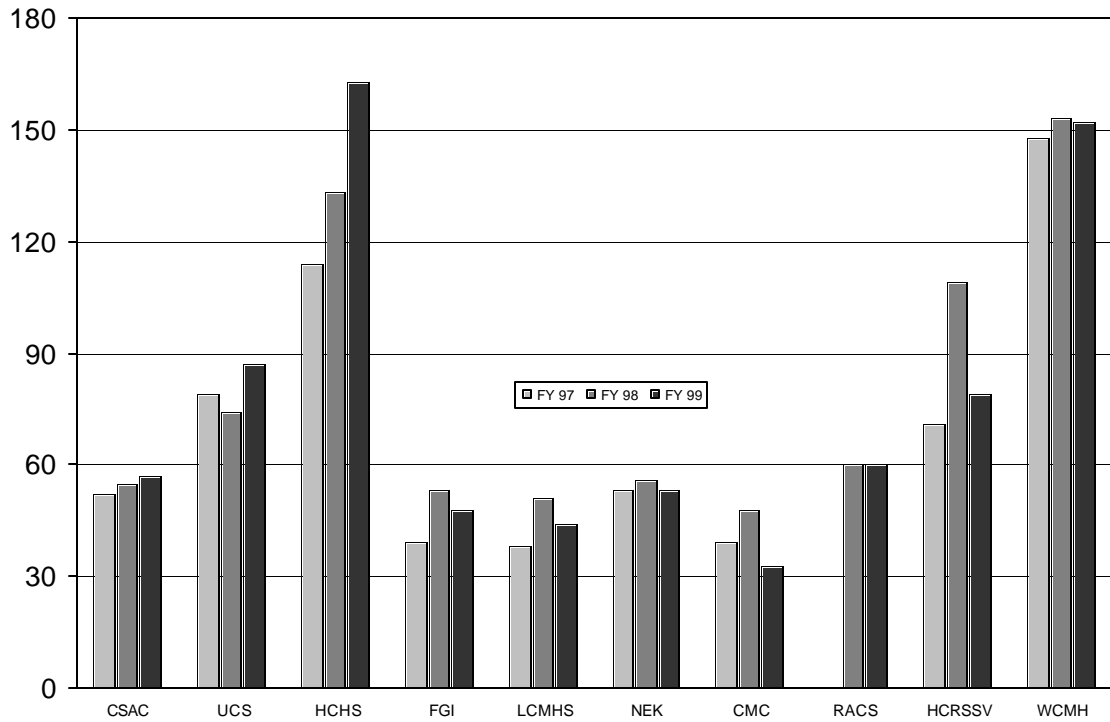


**PERCENT OF STAFF STARTED MORE THAN TWO YEARS AGO**

**REGION/PROVIDER**

	FY97	FY98	FY99
ADDISON-CSAC	75.0%	72.7%	66.7%
BENNINGTON- UCS	51.9%	48.6%	39.1%
CHITTENDEN- HCHS	39.5%	31.6%	30.1%
FRANKLIN- FGI	59.0%	37.7%	45.8%
LAMOILLE- LCMHS	68.4%	64.7%	70.5%
NORTHEAST- NEK	60.4%	57.1%	58.5%
ORANGE- CMC	48.7%	52.1%	51.5%
RUTLAND- RACS		58.3%	58.3%
SOUTHEAST- HCRSSV	49.3%	45.0%	48.1%
WASHINGTON- WCMH	52.0%	51.6%	48.0%
STATE AVERAGE	50.7%	51.9%	51.7%

**Total Staff Employed By CRT Programs During FY1997,98,99**



**REGION/PROVIDER**

**NUMBER OF STAFF**

	FY 1997	FY 1998	FY 1999
Addison - CSAC	52	55	57
Bennington - UCS	79	74	87
Chittenden - HCHS	114	133	163
Franklin - FGI	39	53	48
Lamoille - LCMHS	38	51	44
Northeast - NEK	53	56	53
Orange - CMC	39	48	33
Rutland - RACS		60	60
Southeast - HCRSSV	71	109	79
Washington - WCMHS	148	153	152